

**Network Reliability and Operations Centers
State of Arizona AZNetII Operations Center
Service Assurance Escalation List**

Level 1: Network Operations Technician

- 1-855-799-8898 option 3
- AZNetNOC@CenturyLink.com

Level 2 & 3: Service Assurance – Manager

Service Type	Manager	Phone Number
Tier II/III – Service Assurance All Services	Joan.Carter@centurylink.com	602-512-2662 C 623-341-6477

Level 4: Service Assurance – Director

Service Type	Director	Phone Number
All Services and Functions	Hank Adams Hank.Adams@CenturyLink.com	919-554-5180 C 919-696-1090 H-919-870-8412

Level 5: Service Assurance – Vice President

Deb Syvertsen, VP National Network Operations

At request, the Vice President or above will be contracted by the Level 3 or 4 escalation contact or paged by the service assurance center at 1-855-799-8898 option 3

Special Instructions

If you cannot reach your escalation contact via their direct dial number, request your escalation through the Center at 1-855-799-8898 option 3. An Operations Technician will notify the appropriate escalation contact.